

**PepsiCo Email MFA Associate SSO service (Okta)  
implementation Phase I**

**Helpdesk Error Document**

**PepsiCo-Associate SSO service (Okta) Error Messages  
Accessing O365**

*Last Updated: 1/7/2020*

**Version 1.1**

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## About this Document

### **Purpose**

This document describes the possible error messages that the users might come across while accessing O365 along with screenshots and possible causes for the error.

### **Intended Audience**

- Helpdesk Team

# 1 Failed Authentication

Authentication failures can happen on the initial login screen or on the multifactor authentication screen for a multitude of reasons. Below are a few of the common causes of authentication failure.

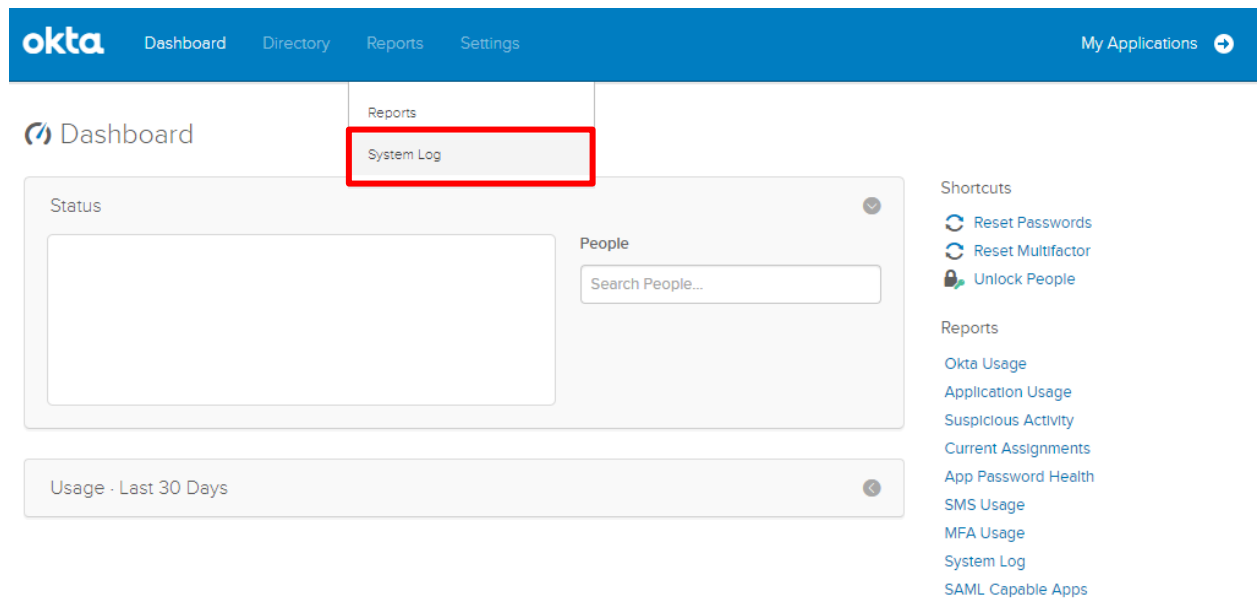
## 1.1 Basic Authentication Failure

Basic Authentication (email/password) failure can commonly occur due to:

- users entering an incorrect email/password
- user accounts being soft locked in Associate SSO service (Okta)
- user accounts being locked in AD/IDX

User profile and System Logs in Associate SSO service (Okta) can be checked by helpdesk admins for the precise reasons and necessary action can be taken by them.


The system logs can be accessed by navigating to Reports > System Log.



## Incorrect Email or Password

User will be presented with “Your login was unsuccessful. Please try again. Please check that Caps Lock is not on” if the wrong Email/Password combination is entered.

## Sign In

 Your login was unsuccessful. Please try again. Please check that Caps Lock is not on.

Enter your @pepsico.com e-mail address

Password

Remember me

[Sign In](#)

These login attempts can be identified in the system log as shown below.

Login attempts with an incorrect username will be logged as “failure: NOT\_SPECIFIED”

Dec 04 16:09:12	wronguser (User)	User login to Okta failure: NOT_SPECIFIED	<a href="#">Expand All</a>
▶ Actor	CHROME on Windows 10 Computer from 52.173.198.38		
▶ Client	failed user.session.start (id: XeguhvGqX5EITaqhiMfSAAACyo)		
▶ Event			
▶ Request			
▶ Target			

Login attempts with an incorrect password will be logged as “failure: INVALID\_CREDENTIALS”


Dec 04 16:12:11	71200001 Oktauser (User)	User login to Okta failure: INVALID_CREDENTIALS	<a href="#">Expand All</a>
▶ Actor	71200001 Oktauser (id: 00uoadccc20GmMzsLrQH7)		
▶ Client	CHROME on Windows 10 Computer from 52.173.198.38		
▶ Event	failed user.session.start (id: XegvOnLP4KQiwkH8EOly3wAACPs)		
▶ Request			
▶ Target			

If a user has forgotten their password, please direct them to reset their password through myidM.

## User Account Soft Locked

A user's account will be soft locked for 16 mins after 3 unsuccessful attempts login attempts. During a soft lock, users will be presented with the same error message as authentication failure.

## Sign In

 Your login was unsuccessful. Please try again. Please check that Caps Lock is not on.

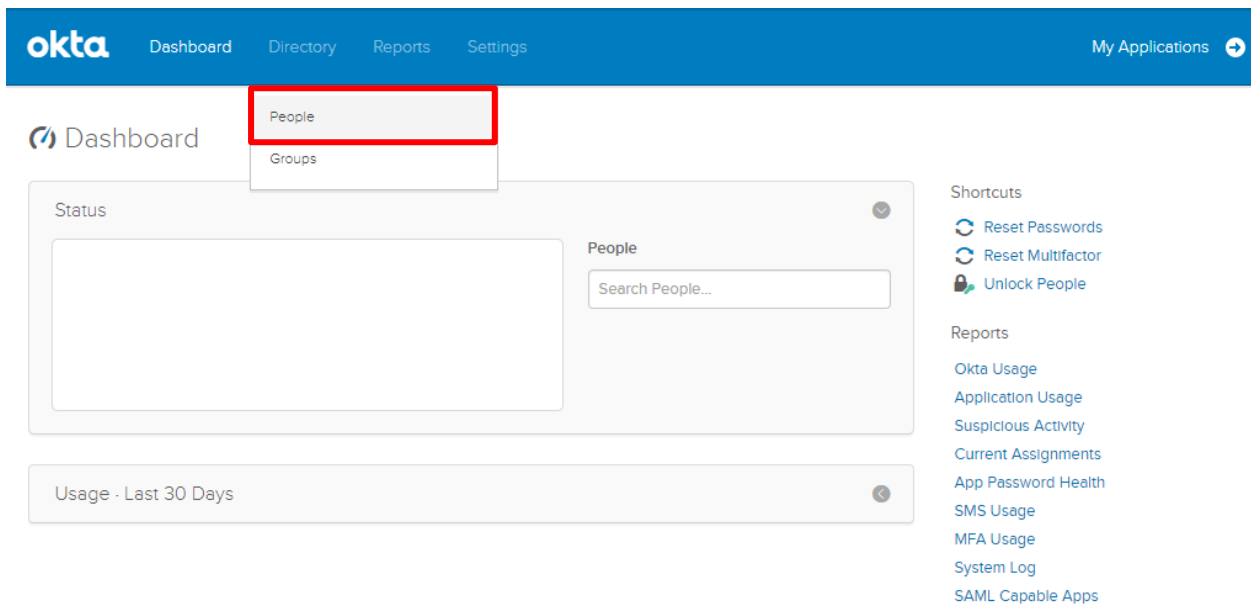
Enter your @pepsico.com e-mail address

Password

Remember me

[Sign In](#)

1. Lookup the user by navigating to Directory > People



The screenshot shows the Okta admin console interface. At the top, there is a navigation bar with the Okta logo and links for Dashboard, Directory, Reports, and Settings. On the right side of the navigation bar, there is a link for My Applications. Below the navigation bar, the main content area is visible. On the left side, there is a sidebar with a 'Dashboard' link. In the center, there is a 'People' link highlighted with a red box, and a 'Groups' link below it. To the right of the 'People' link, there is a search box labeled 'Search People...'. Below the search box, there is a 'Usage - Last 30 Days' section. On the right side of the main content area, there is a 'Shortcuts' section with links for 'Reset Passwords', 'Reset Multifactor', and 'Unlock People'. Below the shortcuts, there is a 'Reports' section with links for 'Okta Usage', 'Application Usage', 'Suspicious Activity', 'Current Assignments', 'App Password Health', 'SMS Usage', 'MFA Usage', 'System Log', and 'SAML Capable Apps'.

2. Search for the user's details (username, email, etc.)

People Help

Reset Passwords Reset Multifactor More Actions

Everyone	251775	Person & Username	Primary Email	Status
ONBOARDING		71200001 Oktauser okta71200001@pepsicorptst.com	okta71200001@preview.com	Locked out
		71200002 Oktauser okta71200002@pepsicorptst.com	okta71200002@preview.com	Active


3. Navigate to the user's account page by clicking on the user.

People Help

Reset Passwords Reset Multifactor More Actions

Everyone	251775	Person & Username	Primary Email	Status
ONBOARDING		71200001 Oktauser okta71200001@pepsicorptst.com	okta71200001@preview.com	Locked out
		71200002 Oktauser okta71200002@pepsicorptst.com	okta71200002@preview.com	Active

4. A locked out user will have their account status set to "Locked Out."



71200001 Oktauser  
okta71200001@preview.com

**User is locked out.** Profile mastered by Active Directory [View Logs](#)

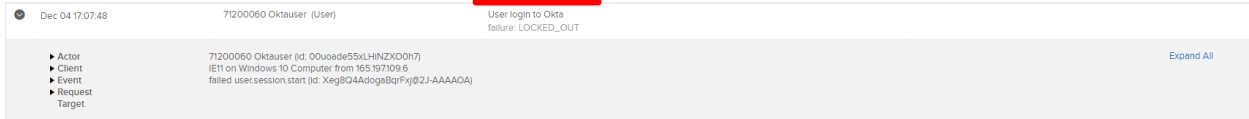
Unlock Account More Actions

Groups Profile

**Note: IMPORTANT! Do NOT manage user lockouts through Associate SSO service (Okta). Lockouts will automatically timeout in 16 min.**

## Account Locked in AD

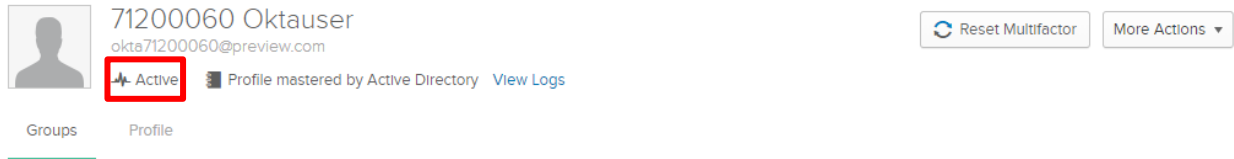
If the account is not locked in Associate SSO service (Okta) but user is facing login issues, the account may be locked in AD. If this is the case, logs for the login attempt will show “failure: LOCKED\_OUT”



Dec 04 17:07:48 71200060 Oktauser (User) User login to Okta failure: LOCKED\_OUT

▶ Actor 71200060 Oktauser (id: 00u0ade55xLHINZXD0h7) Expand All  
▶ Client IE11 on Windows 10 Computer from 195.197.109.6  
▶ Event failed user.session.start (id: Xieg9Q4Adog8SqjPyj@2J-AAAAQA)  
▶ Request  
▶ Target

while the user profile shows as “Active”



71200060 Oktauser  
okta71200060@preview.com

Active Profile mastered by Active Directory View Logs

Reset Multifactor More Actions

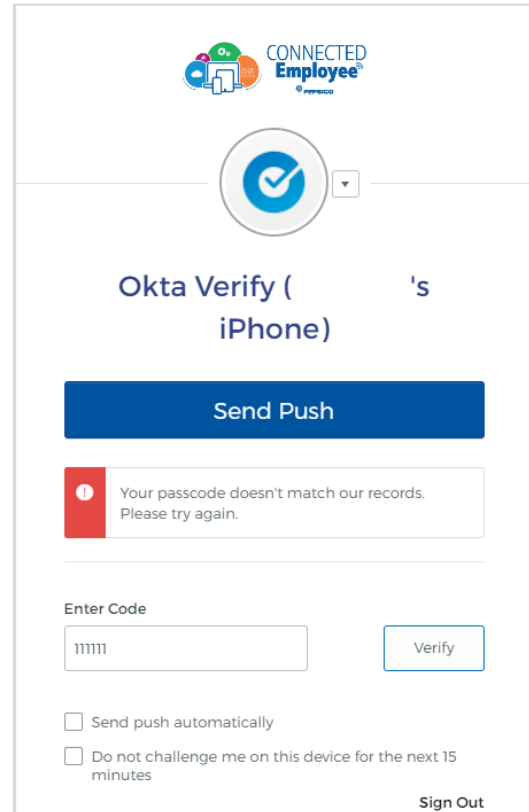
Groups Profile

Lockouts on AD will timeout after 15 min, after which the user may attempt to login again.

## 1.2 Multifactor Authentication (MFA) Failure

MFA failures can occur commonly due to mis-entering one-time passcodes (OTP) on the MFA screen.

1. User will be presented with “Your passcode doesn’t match our records. Please try again.” upon entering an incorrect OTP.



CONNECTED Employee

Okta Verify ( iPhone )'s

Send Push

Your passcode doesn't match our records. Please try again.

Enter Code

111111 Verify

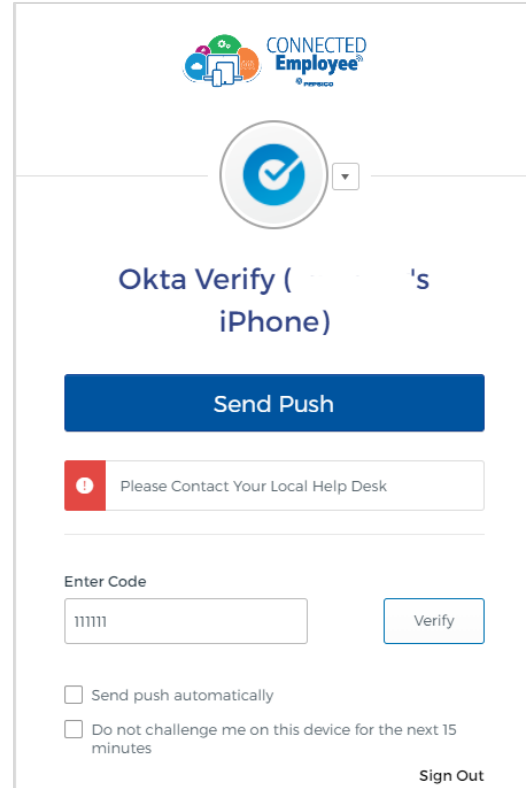
Send push automatically

Do not challenge me on this device for the next 15 minutes

Sign Out



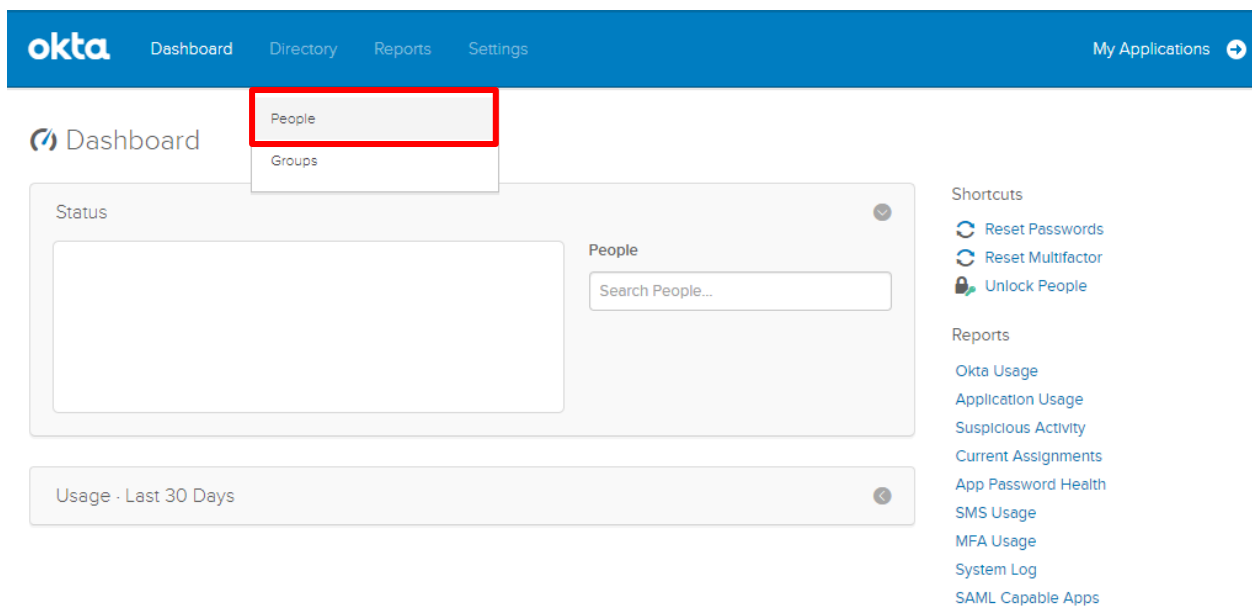
- After 5 failed MFA attempts, the user will be locked out and prompted with "Please Contact Your Local Help Desk." This indicates a soft lock on the account of 16 mins which the user will have to wait out.



## 2 User not receiving MFA

If a user does not receive MFA, helpdesk admins can reset the user's MFA settings through the Associate SSO service (Okta) console.

- Lookup the user by navigating to Directory > People



2. Search for the user's details (username, email, etc.)

People Help

Reset Passwords Reset Multifactor More Actions

7140000

Everyone	251741	Person & Username	Primary Email	Status
		71400001 Oktauser okta71400001@pepsicorpstst.com	okta71400001@preview.com	Active
ONBOARDING				
Staged	3	71400002 Oktauser okta71400002@pepsicorpstst.com	okta71400002@preview.com	Active

3. Navigate to the user's account page by clicking on the user.

People Help

Reset Passwords Reset Multifactor More Actions

7140000

Everyone	251741	Person & Username	Primary Email	Status
		71400001 Oktauser okta71400001@pepsicorpstst.com	okta71400001@preview.com	Active
ONBOARDING				
Staged	3	71400002 Oktauser okta71400002@pepsicorpstst.com	okta71400002@preview.com	Active

4. Clicking "Reset Multifactor" will open a pop-up containing a user's registered MFA choices (Voice call, SMS, and/or Okta Verify).

71400059 Oktauser  
okta71400059@preview.com

Active Profile mastered by Active Directory View Logs

Groups Profile

Reset Multifactor More Actions

- Clear User Sessions
- Reset Behavior Profile
- Revoke Trust Certificate  
No device trust certificates issued

5. Select the specific factor(s) to reset and force the user to re-register their MFA devices.

Reset Multifactor Authentication

Select authentication factor(s) to reset. This will wipe away the credentials for all configured factors and allow users to set up their factors again.

- Voice Call Authentication
- SMS Authentication
- Okta Verify with Push

Reset Selected Factors Reset All Cancel

### 3 App Not Assigned

Users may see a 403 error if the O365 application is not assigned to the user in Associate SSO service (Okta). The helpdesk should notify the user that they should talk to their manager and request access to the application through myidM.



# 403

#### Please Contact HelpDesk

You cannot access Microsoft Office 365 as you are not assigned O365 in the Associate SSO authentication solution. If you should have access to O365, please contact the [Help Desk](#) and tell them you should have access to O365 in the Associate SSO Business Service

[Go to Homepage](#)

### 4 IWA Errors

Users may see Associate SSO service (Okta) login even with IWA if an IWA error has occurred. When this happens, please escalate the issue to the Associate SSO support team.

